

CONTRACTS GENERAL CONDITIONS

BOOKING CONDITIONS

The minimum stay will be agreed and applied at time of booking. Payment must be made in full for the entire agreed stay on arrival. Once the reservation is agreed and confirmed, it is not possible to reduce the number of nights booked. Clients must pay for the nights agreed at time of booking. Changes to dates, either retaining the number of nights already reserved and/or increasing them, will be subject to availability at the time of the new dates requested.

- No pets are allowed in the accommodation under any circumstances. Failure to comply with this rule would provide grounds for immediate eviction from the premises and campsite without the right to any refund.
- The client must pay, free of any charges, a deposit of 25% of the total amount due for the stay for the reservation with the full balance payable on arrival, when the keys are handed over.
- The reservation will remain available until 12 o'clock on the day following the scheduled date of entry. At that time, if there is no news of the client, the reservation will be cancelled and the deposit paid will be forfeit.
- Security Deposit: 100€ You should provide details of your credit/debit card as surety. No charge will be made against the card but you have to confirm that sufficient funds are available thereon (100€). If the occupants of the bungalow are under 23 years of age, a deposit of € 200 may be requested. Provision of this guarantees
- 1º) Full Use of all equipment supplied in the bungalow: In the event of any breakages, and/or damages, these must be, as necessary, paid for prior to departure. As a result, on arrival and check in, a €100 security deposit is required. Should the cost of the damage exceed the amount of the deposit, the difference between the deposit and the total cost will, additionally, also be charged against your surety. The television and air conditioning hand-set controls must remain in the bungalow. In case(s) of loss and/or damage, a charge of €50 per item will be levied and deducted from the deposit. All household utensils and/or linen should be accounted for - None should be missing.
- 2º) The state of order and cleanliness of the bungalow before departure: All clients must leave their accommodation in a clean and tidy condition. Otherwise, a penalty of up to €50 could be withheld from the deposit.
- 3º) The deposit guarantees compliance with article 15 of our internal regulations: The provision of the bond ensures compliance with Art.15 of our internal regulations relating to the hours of rest and the designated Quiet Period. In cases of this rule being broken, the campsite management may retain the surety as damages for the disturbance suffered by other residents.
- 4º) Smoking prohibited inside the bungalows: Smoking is not allowed inside the bungalow, non-compliance with the rule will entail a charge of 30€ on the deposit provided on arrival. THE DEPOSIT MAY BE RETAINED UP TO 48 HOURS AFTER YOUR DEPARTURE WITH ANY DEDUCTIONS CONFIRMED IN WRITING.

TO TAKE INTO ACCOUNT

*Reception hours are: Winter 10:00-14:00 / 16:00-19:00 Summer 10:00-14:00/ 17:00-20:00. If your arrival at the campsite is outside these hours, please contact us.

*No pets are allowed in bungalows. Only are allowed in a specific models.

- The accommodation will be available from 4pm on the day of arrival. If it is available before then, you may receive the keys in reception. In any case, on checking in on arrival you are free, from that moment, to take advantage of and enjoy all our facilities.
- The price includes parking facilities for only 1 car or motorcycle.
- The accommodation will be available from 4pm on the day of arrival until 12.00 noon on departure day.
- Any breakages or damages caused by the client must be paid for immediately.
- All bungalows have air conditioning, television, microwave, small fridge, basic kitchen equipment and utensils, cutlery, pots/pans etc, and a small dishwashing kit. Remember: TV/ Radio/other appliance volumes should always be moderated so as not to disturb other residents.
- While Bed clothes and linen are supplied, towels are not provided. For your own comfort, depending on season, it may be advisable to bring an extra blanket.
- Provided they are booked through and authorised by Reception in advance, clients may receive visits/visitors with the first hour of the visit free as a courtesy. The visits will then entail a cost according to season and/or specific dates as stipulated by the Management.
- The use of the pool and entertainment and activities is completely free. However, if, due to force majeure, a pool should remain closed and/or guests/clients are unable to participate in or enjoy the activities, such inconvenience(s), in themselves, would not entail a reduction in our prices.

RESERVATION CONDITIONS

• The occupation of the plot will extend between the dates indicated in the reservation form. The minimum stay that can be booked in high season will be 6 nights, 3 nights in mid season and 2 nights in low season. The low season minimum will change on bank holidays and holidays, and may be regulated by the Campsite Management in a minimum of up to 4 nights.

The user must pay the entirety of the agreed stay upon arrival. Once the reservation is confirmed, any change of date will be subject to the modification policy.

- The reservation will be kept until 12 noon the day after entry. After that time and, if there is no news of the client, the reservation will be canceled and the amount paid will be available to the company.

TO CONSIDER

*Reception hours are: Winter 10:00-14:00 / 16:00-19:00 Summer 10:00-14:00/ 17:00-20:00. If your arrival at the campsite is outside these hours, please contact us.

- The campsite management reserves the right not to insure a specific plot number, unless they have paid the extra charge for choosing a location.
- The maximum occupancy per plot is 6 people (adults and children) per plot.
- The reserved plot will be available to the client from 12 noon on the contracted day of arrival.
- The departure must be made before 12 noon and the plot must be left in good condition: without any element abandoned on the ground or hanging between the trees.
- Dogs are allowed on the pitches, but MUST be on a leash at ALL TIMES and controlled by their owner(s). Dogs of potentially dangerous breeds and characteristics will have to provide insurance and documents in order as well as wear a muzzle at all times.

In the event that the barking of an animal disturbs rest or causes inconvenience to other users on repeated occasions, the animal must leave the facilities. Owners could stay in the event of finding daycare for their animal with a friend or family member or dog hotel.

- Each one or two plots there is a point of light. We recommend that each client comes with the material that he thinks he may need, because we do not guarantee the availability of material on loan.
- You can receive visits with a free hour of courtesy by going through reception beforehand for identification with your passport. Depending on the season and those dates stipulated by the management, the visits will carry a cost
- The use of the pool and entertainment is completely free. If for reasons of force majeure the pool should remain closed or they could not enjoy the activities, this inconvenience would not mean a reduction in our prices.

CONDITIONS OF MODIFICATION / CANCELLATION OF THE RESERVATION

CANCELLATION

Please Note: Apart from a €3 Management Fee for expenses:-

- Reservations with entry dates between 1st July and 31st August and between the Monday and Saturday of Easter Week may be cancelled free up to 14 days before arrival.
- All other reservations may be cancelled free up to 7 days before arrival.

The cancellation of the reservation must be communicated in writing by e-mail to info@lasierrecilla.com

If any reimbursement belongs to them, they must state an account number to which they can transfer the corresponding amount.

- The date of receipt of the email will govern the calculation of the amount to be returned according to the cancellation conditions expressed.
- The client's waiver to exhaust the contracted length of stay will not give the right to any refund or compensation of the agreed price.

MODIFICATION

Changes that modify the reservation to reduce nights once it has been processed are not possible. The client is obliged to pay the agreed nights. Changes of dates, maintaining the number of nights or extending them, are subject to availability of the reservation planning.

CAMPING RULES

•The hours of silence marked by the campsite must be respected. Gatherings that disturb order are prohibited. Anyone who does not abide by the rules will be expelled.

VIOLATIONS OF THE RULE OF SILENCE

*Meetings that disturb the rest of other users during quiet hours are prohibited. A first warning will be given and if the offenders persist in their attitude they may be **EXPULSED** from the facilities with the help of the security forces if necessary.

*Special mention to the nocturnal meetings of children and adolescents that disturb the night's rest, or commit acts of vandalism in the facilities. A first notice will be given to their parents or legal guardians, whether they are identified as direct offenders or as part of the offending group. If a second notice had to be given, the parents or legal guardians would be notified, in which case they had to leave the premises. In case of acts of vandalism, the damage must be paid for immediately. If there are no damages but an extra or longer than usual cleaning is necessary, the time used to return the place to its normal state will be quantified, and must be paid.

*Music should always be at a moderate volume. Take into consideration that this means that the reproductive devices must be inside the bungalows / caravans / motorhomes or tents without causing inconvenience to the neighbors. **COMPLETELY** prohibited during off hours from 3pm to 5pm and from 10pm to 9am.

•From midnight to 6 in the morning the circulation of vehicles within the campsite is prohibited. The main door will remain closed and only pedestrian access to facilities. During authorized circulation hours, the limit of 5km/h may not be exceeded.

•Charcoal barbecues are **PROHIBITED**. Only electric or gas barbecues are authorized.

•It is forbidden to wash vehicles inside the campsite.

•The campsite has 1 swimming pool. Users must comply with the rules of the installation. Children under 14 must be accompanied by an adult in the pool. The supervision and care of minors is the responsibility of the parents at all times.

•The use of bicycles, scooters and hoverboards is prohibited on main streets, and with caution on the rest of the streets. They can never invade the road in parking mode.

•The management is not responsible for theft.

•Parents are responsible for supervising the safety of their children at all times.

• The use of drones with a built-in camera is prohibited throughout the premises.

FACILITIES: SECURITY PROTOCOL

All the facilities of Camping La Sierrecilla are available to the client, **UNDER THEIR RESPONSIBILITY**, guaranteeing their proper use at all times.

Multi-adventure activities: Participation in the multi-adventure activities organized by the campsite will be supervised by qualified monitors at the stipulated time. Likewise, the user assumes the possible risks derived from their participation in said activity. Minors must be accompanied by their parents/guardians during the activity. Unsupervised use of such facilities is prohibited. If this requirement is not met, the responsibility will fall on the user or, if they are a minor, on their legal guardian.

Swimming pool: Camping La Sierrecilla makes its swimming pool available. The use of the pool is freely accessible during the established hours. Adhering to the rules of behavior and good use that are specified at the entrance of the pool. If these rules of behavior are not complied with, Camping La Sierrecilla will not be held responsible for possible physical damage caused as a result.

Volleyball court: They are available to all our clients, with free access, as long as there is no activity previously scheduled by the campsite. Its use, like the rest of the camping facilities, must be governed by their proper use. Including the fixed installations found on the premises. Minors must be accompanied by their parents/guardians at all times. If the requirements for proper use of these facilities are not met, the user and / or his legal guardian will be held responsible for possible injuries.

OTHERS

• The Management reserves the right to modify schedules during the season, as well as to proceed to close the facilities for maintenance tasks.

• Lost objects forgotten or abandoned by customers in any of the establishments will only be returned at their request and their account and charge.

• During your stay, it is possible that phytosanitary treatments and pesticides are carried out for the purpose of pest control, of which you will be informed through the reception.

• The Management will not be held responsible for possible incidents that may occur as a result of bad practice on the part of the clients, such as driving on roads not authorized for this purpose or using elements for uses other than those for which they are designed.

• The Camping La Sierrecilla team edits the contents of the website with the utmost diligence possible, but it could be the case that, for reasons beyond the control of the company, a typographical error occurs or that some data or information is not up to date. at the time of being consulted by the user. For this reason, the Management states that the references (images and descriptions) to the products and services, as well as the prices and stipulated conditions, have a mere indicative function; they do not have any contractual content and are not binding until the express confirmation of the request. If any user has made the decision to contract based on erroneous information published on the web, the Management will notify him and he will have the right to terminate the contract at no cost on his part.

• The client, at the time of making the reservation, acquires the commitment to read these general contracting conditions, being the advance payments and the total price of the contracted stay a sign of acceptance of the same and of the internal Camping regulations. The Sierra.

The client expressly states that they have read and previously known the reservation conditions of their stay and their cancellation, in such a way that they form part of the contracting agreement reached, which is ratified by accepting them.